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FORM PTO-1449 (REV. 7-80)	U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE	ATTY. DOCKET NO. COS97053	SERIAL NO. 10/080,498
LIST OF DOCUMENTS CITED BY APPLICANT (Use several sheets if necessary)		APPLICANT(S): HUNT et al.	
		FILING DATE August 1, 2001	GROUP <del>2642</del> 2154

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## U.S. PATENT DOCUMENTS

* EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPROPRIATE)
✓✓.	3,643,034	02/1972	Burns et al.			
	4,455,455	08/1996	Little			
	4,510,351	04/1985	Costello et al.			
	4,782,521	11/1988	Bartlett et al.			
	4,797,911	01/1989	Szlam et al.			
	4,829,563	10/1992	Bigus et al.			
	4,837,799	06/1989	Prohs et al.			
	4,881,261	11/1989	Oliphant et al.			
	4,894,857	01/1990	Crockett et al.			
	4,896,345	01/1990	Thorne			
	5,097,528	03/1992	Gursahaney et al.			
	5,099,510	03/1992	Blinken, Jr. et al.			
	5,101,425	03/1992	Darland et al.			
	5,113,380	05/1992	Levine			
✓	5,155,763	10/1992	Bigus et al.			

## FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO
✓✓.	0340665	11/1989	Europe				
✓✓.	0535270	04/1993	Europe				
✓✓.	0647050	04/1995	Europe				
✓✓.	97/16911	05/1997	PCT				
✓✓.	2,041,882	05/1991	Canada				

## OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

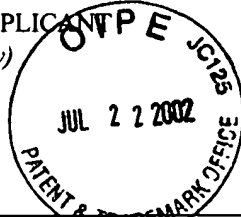
✓✓.	Foard, C.F., "Teaming Switches and Computers for Customer Applications", AT&T Technology, Vol. 6, No. 4, January 1, 1991, pp. 32-38, XP000291998
✓✓.	"CentreVu™ Solutions Management Tools for Enhancing Call Center Performance", Lucent Technologies, 1997
✓✓.	Kanzow et al., "Dienste und Netze Fuer Die Mulitmedia-Kommunikation"; IT + IT Informationstechnik und Technische Informatik; Vol. 36, No. 4/05, pages 92-95, XP000468540
✓✓.	Engineering and Operations in the Bell System, Bell Telephone Laboratories, Copyright 1977, pp. 503-504

EXAMINER ✓. ✓	DATE CONSIDERED 5-26-04
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\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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## U.S. PATENT DOCUMENTS

* EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPROPRIATE)
VV.	5,506,897	04/1996	Moore et al.			
	5,511,117	04/1996	Zazzera			
	5,519,773	05/1996	Dumas et al.			
	5,535,256	07/1996	Maloney et al.			
	5,542,350	09/1995	Reynolds et al.			
	5,546,449	08/1996	Hogan et al.			
	5,577,112	11/1996	Cambray et al.			
	5,602,730	02/1997	Coleman et al.			
	5,621,789	04/1997	McCalmont et al.			
	5,625,683	03/1997	Nazanin et al.			
	5,675,630	10/1997	Beatty			
	5,675,637	10/1997	Szlam et al.			
	5,696,811	12/1997	Maloney et al.			
	5,703,943	12/1997	Otto			
	5,710,887	01/1998	Chellaiah et al.			
	5,715,307	02/1998	Zazzera			


## FOREIGN PATENT DOCUMENTS

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					YES	NO

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							YES	NO

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<div style="display: flex; align-items: center; justify-content: center;"><div style="text-align: left; margin-right: 10px;">LIST OF DOCUMENTS CITED BY APPLICANT (Use several sheets if necessary)</div><div style="border: 1px solid black; border-radius: 50%; padding: 10px; text-align: center; width: 100px; height: 100px; display: flex; flex-direction: column; align-items: center; justify-content: center;"><div style="font-size: 2em; font-weight: bold; margin-bottom: 5px;">COPY</div><div style="font-size: 1.2em; margin-bottom: 5px;">JUL 22 2002</div><div style="font-size: 0.8em; margin-bottom: 5px;">PATENT &amp; TRADEMARK OFFICE</div><div style="font-size: 0.8em;">JUL 22 2002</div></div></div>				APPLICANT(S): HUNT et al.			
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* EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPROPRIATE)
✓✓ <div style="border-left: 1px solid black; height: 100px; margin: 0 auto; width: 2px;"></div>		5,884,032	03/1999	Bateman et al.			
		5,915,012	11/2000	Miloslavsky			
		5,926,538	07/1999	Deryugin et al.			
		5,933,492	08/1999	Turovski			
		5,946,375	08/1999	Pattison et al.			
		5,946,386	08/1999	Rogers et al.			
		5,948,632	09/1995	Iyob et al.			
		5,970,134	10/1999	Highland et al.			
		5,991,390	11/1999	Booton			
		5,999,965	12/1999	Kelly			
		6,032,184	02/2000	Cogger et al.			
		6,055,308	04/2000	Miloslavsky et al.			
		6,058,163	05/2000	Pattison et al.			
		6,115,040	09/2000	Bladow et al.			
		6,134,318	10/2000	O'Neil			
	6,137,862	10/2000	Atkinson et al.				
	6,141,412	10/2000	Smith et al.				
FOREIGN PATENT DOCUMENTS							
		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION
							YES NO
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)							
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**U.S. PATENT DOCUMENTS**

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VV.	6,148,065	11/2000	Katz			
VV.	6,148,074	11/2000	Miloslavsky			
VV.	6,192,121	02/2001	Atkinson et al.			
VV.	Re. 36,416	11/1999	Szlam et al.			

**FOREIGN PATENT DOCUMENTS**

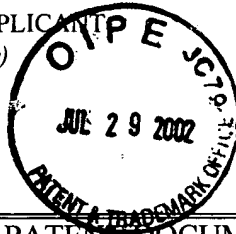
DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
					YES	NO

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✓✓	5,517,566	05/1996	Smith et al.			
✓✓	5,623,540	04/1997	Morrison et al.			
✓✓	5,894,512	04/1999	Zenner			
✓✓	5,901,209	05/1999	Tannenbaum et al.			
✓✓	5,910,983	06/1999	Dezonno et al.			

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